

State of Montana Information Technology Managers Council

Minutes

March 1, 2017

8:30 AM

DEQ, Room 111

Members Present:

Kreh Germaine, DNRC Vice Chair
Ron Baldwin SITSD/CIO
Dan Chelini, DEQ
James Gietzen, OPI
Dan Forbes, DPHHS, Alternate
Larry Krause, DOC
Cheryl Grey, SABHRS
Angie Riley, MPERA
Lynne Pizzini, SITSD
Manuel Soto, OPI

Eric Tarr, DLI
Joe Chapman, DOJ
☞ Kyle Belcher, OPD
☞ Matt Jackson, GOV
☞ Dale Gow, LSD
☞ Rennan Rieke, MHS
☞ Kal Njos, FWP
☞ Stacy Ripple, MSF
☞ Glynis Gibson, OSA
☞ Edwina Morrison, OCHE

Staff Present:

Wendy Jackson, Jennifer Schofield

Guests Present: Joe Frohlich, George Parisot, Christie McDowell, Jerry Marks, Tami Gunlock, Jody Troupe, Amber Godbout, Audrey Hinman, Chris Hope, Ben Nava, Bryan Shaw, Becki Kolenberg, John Noble, Tiffany Fox, Matt Van Syckle, Irv Vavruska, Tom Murphy, Roger Tunkermiter, Pat McGleen, Tom Marino, Dustin Ostberg, Chris Welch

☞ **Real-time Communication:** Dave Johnson, Jessica Plunkett, Jeanette Prevel, Thomas Judge, Aubrey Curtis, Aaron Mook, Matthew Grimm, Kristin Burgoyne, Matt Jackson, Chris Gleason, Matt Pugh, Christi Mock, Michael Sweeney, Nathan LeGrand, Peder Cannon, Edward Sivils, Phillip English, Garrett Norcott, Pete Wiseman, Theresa Bousliman, Todd Magill, Channah Wells, Zach Day, Tim Kosena, Kimberly Warren, Larissa Martineau, Lisa Mader, Michael Barbere, Cheryl Pesta, Mike Cochrane, Cindy Petersen, Maryann Costello, Dan Andresen, Dawn Temple, Dale Gow, Darrin McLean, Tammy Peterson, Dan Mossman, Randy Haefka, Danny Straw, Robert Cash, David Swenson, Rennan Rieke, Suzi Kruger, Sue Leferink, Jack Marks, Brian Jacobson, Michael Jares, Judy Kelly

Welcome and Introductions

Kreh Germaine welcomed the council to the March 1, 2017 Information Technology Managers Council (ITMC) meeting. All members and guests were introduced.

Minutes

Mr. Germaine stated that the February 1, 2017 ITMC draft minutes should be updated to clarify the contract dates for the Master IT Contract update.

Action Item: CIO Support Staff contact Steve Haynes regarding the Master IT Contract dates. CIO Support Staff will update the February 1, 2017 minutes to capture the correct information.

Motion: Larry Krause made a motion to approve the February 1, 2017 minutes with the inclusion of updates to the Master IT Contract dates. Dan Chelini seconded the motion. Motion passed.

State CIO Update

Ron Baldwin stated that he has recently attended several national CIO leadership forums. The information gathered in these forums will be used to shape the next Strategic Planning Cycle.

Legislative IT Budget Update

Mr. Baldwin updated the council on the recent legislative actions which have impacted the State Information Technology Services Division (SITSD) budget. The legislature increased the vacancy savings cuts in the SITSD budget by an additional 2%. Personnel Services rates were reduced to accommodate this cut. This reduction will be reflected in the agency budgets on an incremental basis. Oracle costs have been reduced by the General Government Appropriations Committee in the amount of \$250K. This will result in a shortfall issue for SITSD. It is unclear at this time how the reduction of appropriations to cover the cost of Oracle will affect rates. There has also been a 40% reduction in the IT Budgets for the DNRC and MDT. Lynne Pizzini stated that SITSD is willing to assist agencies in justifying their IT Budgets if cuts are proposed by the legislature. Mr. Baldwin reported that Volume 10 has not been an active part of budget discussions.

Q: Mr. Chelini: What was the rationalization behind the reduction of the Oracle expenses?

A: Mr. Baldwin: There appear to be assumptions about a lack of oversight, on the part of SITSD, in the overall cost of Oracle.

Mr. Germaine recommended that SITSD reach out to agencies near the end of the fiscal year to verify planned purchases as agency needs may have changed.

Action Item: Mr. Baldwin will continue to send legislative action updates as they occur.

Action Item: Mr. Baldwin will write a note to the General Government Appropriations Committee to provide clarification and feedback regarding the impact of the Oracle cost reduction.

Action Item: Mr. Baldwin will write a response to the legislature regarding the reduction to IT budgets for the DNRC and MDT.

SITSD Service Desk Procedures

Mr. Baldwin reviewed the appropriate procedures for obtaining IT support and requested that these procedures be followed. A ticket should be opened with the Service Desk by calling extension 2000, or by submitting a ticket request via email to servicedesk@mt.gov. This allows SITSD to record and track work requests and improve the servicing of IT needs. Submitting a ticket via the appropriate process also informs SITSD about existing issues that may be affecting multiple users. Irv Vavruska stated that individual should contact their agency Help Desks first. Agency Help Desks will then contact the SITSD Service Desk if further assistance is required. Mr. Baldwin stated that the Service Desk process will continue to be monitored to ensure that it is working properly and fulfilling customer expectations.

Business

Reappointment of Executive Council

Jennifer Schofield stated that the yearly renewal of ITMC Executive Council reappointments will occur in June, 2017. The Executive Council consists of the voting members of the ITMC. There will be five open positions for the Executive Council. Per Operating Procedures, the state CIO is automatically included in the Executive Council. Mr. Germaine, current Vice Chair, will become the new Chair. Sky Foster, current Chair, will remain on the council for one more year. The two applications recently submitted by DLI and OPI will be resubmitted. All current members must resubmit their applications to remain on the council. Ms. Schofield requested that members interested in being appointed to the Executive Council submit their applications to CIO Support by the end of March, 2017. A cover letter or current resume must be submitted along with the application. These applications will be submitted to the Director of the Department of Administration (DOA) for approval and then sent to the Governor for reappointment. Individuals not selected for appointment to the council can continue to support the ITMC and provide valuable feedback as Enterprise Representatives. Please contact CIO Support at ciosupportstaff@mt.gov, or Jennifer Schofield at jschofield@mt.gov with any questions.

Action Item: CIO support staff will send a communication, containing the member application, to the ITMC Executive Members and Enterprise Representatives.

SITSD Agency Meeting Update

Ms. Schofield updated the council regarding the Thursday agency meetings. SITSD has developed a Customer Relations SharePoint site to store agendas for these meetings. Each agency has a folder containing an agenda

template. Agencies may add topics of interest to this template prior to the meeting. This will allow bureau chiefs time to address any questions or issues and facilitate productive discussion during these meetings. Ms. Schofield will take meeting minutes to capture high level discussions and action items. These minutes will be archived within the agency folders on the SharePoint site. SITSD will continue to communicate IT issues discussed in these agency meetings to the DOA on a monthly basis via manager's meeting. A distribution list, called DOA SITSD Customer Relations Section, has been created which includes the SITSD bureau chiefs. Emails regarding agency meetings can be sent to Ms. Schofield directly, or to this distribution list. Inclusion of the distribution list will aid in communication efforts within SITSD. An email containing a direct link to this site has been sent to the participating agencies. Agency meeting schedules will be adjusted in April, 2017 to maximize the allotted meeting times. If adjustments to the meeting schedule are needed, or if agencies no longer wish to participate in these meetings, please contact Ms. Schofield at jschofield@mt.gov.

SITSD Informational Notice regarding Google Analytics, Audrey Hinman and Amber Godbout

Audrey Hinman addressed the discontinuation of Google Analytics Site Improve Analytics which will occur on March 2, 2017. A legal opinion was issued in 2008 by DOA Chief Legal Counsel, Mike Manion. This opinion states that Google Analytics will not be used by the DOA due to a conflict with the State of Montana laws and policies. An updated review of this legal opinion was requested. Mr. Manion and Ms. Godbout determined that this remains the correct legal opinion. Google Analytics was recently turned on in error and the discontinuation of this service is designed to address this error. The laws and policies referenced in this legal opinion include the MOM Internet Privacy and Security policy and the Governmental Internet Information Privacy Act. The Governmental Internet Information Privacy Act establishes duties for state government to protect the privacy of those utilizing state web services. The state of Montana has no control to assure the privacy rights of the customers using state websites when Google Analytics and Site Improve are being used. Site Improve and Google Analytics follow the user through their browser and interact with that user's desktop. The user must agree to allow these analytic tools to write cookies on the desktop of the customer utilizing the website that has these tools turned on. Users of Google Analytics and Site Improve also give up any right concerning the data collected by these tools and the sale of this data. The primary conflict is the terms of service that the user must agree to when using these tools. A privacy policy specific to Google Analytics must be posted when sites are utilizing this tool. This policy has not been posted for the eight government agencies currently utilizing Google Analytics. Sites using Google Analytics must also link to the policy outlining how Google uses data. The Google data use policy specifically states that the user's web browser automatically sends information to Google. This tool can also read any cookies on the user's browser. In contrast to this, Angelfish is hosted by SITSD in the state data center and all security is controlled by the state of Montana. Angelfish works by analyzing the content of server logs. Angelfish does not provide as detailed information as Site Improve and Google Analytics because it does not follow the user, interact with the browser, or put cookies on desktops. Mr. Manion has offered to hold a meeting with agency legal counsel to review the end user license agreements and state laws this matter. Interested agencies should contact Ms. Godbout at AGodbout@mt.gov.

Action Item: CIO Support will post DOA counsel's legal opinion, along with the privacy policies, to the ITMC website (<http://sitsd.mt.gov/Governance/Boards-and-Councils/ITMC>).

Q: Garrett Norcott: Is there any legal support for the proposition that a legal opinion, other than Attorney General (AG) opinion, can be treated as state policy?

A: Ms. Hinman: It is not an AG opinion. It is a DOA Chief Legal Counsel opinion. This opinion governs the DOA.

Tableau Discussion

Ms. Hinman gave a brief presentation on the Tableau service offered by SITSD. Information regarding Tableau can be found in the SITSD Service Catalogue. This service has been available since July, 2016. The Tableau server initial investment was put forth by the DOA Health Care and Benefits Division (HCBD). This service is also available to other agencies. Tableau will replace the Oracle Discoverer environment as the enterprise service for Data Analytics. Agencies who would like to use the SITSD Tableau service environment can sign an

agreement which states that, until the Tableau environment reaches the point of saturation, agencies can use this server with no reoccurring cost to them. There is a one-time set-up fee of \$2,500 associated with each implementation of this service. If additional capital expenditures are needed to expand the Tableau environment due to saturation, SITSD will determine each agencies percentage of usage and charges will be applied. For agencies with large applications coming into the Tableau environment, SITSD will analyze the number of users and build that into the agency agreement. Desktop licenses that must be purchased to utilize Tableau and can be acquired from Andrea Keno (andrea_keno@shi.com) at SHI for a discounted rate of \$1,500 with a \$500 per year maintenance fee. Ms. Hinman confirmed that these desktop licenses are transferable. SITSD provides a service to develop dashboards for agencies. The fee for this development is the hourly rate for Professional Services. The initial set-up fee is waived for agencies utilizing SITSD for the development of dashboards. SITSD will offer support, at the hourly rate, for agencies who develop their own dashboards. A Tableau vendor session is scheduled for the afternoon of May 4, 2017 in the DPHHS Auditorium.

Action Item: Ms. Hinman will send the ITMC invitations to the Tableau vendor session.

ECM Workgroup Update

George Parisot updated the council on the Enterprise Content Management (ECM) workgroup. This group is being established to facilitate sharing and collaboration with agencies who are currently involved with, or interested in ECM. Mr. Parisot met with SITSD staff to begin facilitation of this workgroup. The first workgroup meeting will be scheduled within the next 30 days. An ECM workgroup webpage has been established and can be found on the ITMC webpage or at <https://sitsd.mt.gov/Governance/Boards-and-Councils/ITMC/ECMW>. A SharePoint site will also be established to share scripts and other information associated with the ECM workgroup.

Action Item: CIO Support staff will send out a meeting invite to members of the previous workgroup and members of the ITMC to inform them when the first workgroup meeting is scheduled.

Standing Reports

Legislative Session Discussion

Lynne Pizzini updated the council on security related legislation. House Bill 61 is an act to revise the 911 laws and establishes the 911 Advisory Council with oversight from the DOA. A hearing on HB 61 is scheduled for March 14, 2017 in the Energy and Telecommunications Committee. Senate Bill 19 would eliminate the statutory requirement to provide SITSD report to the State Administration and Veterans Affairs Interim Committee (SAVA). The State Administration and Veterans Affairs Interim Committee requested the elimination of this report because it is a duplication of information that is reported to the Legislative Finance Committee. This Bill was passed in the Senate, transmitted to the house and failed on the third reading. Several legislators have testified about the need for extensive oversight for Information Technology due to its high cost and integral nature. Senate Bill 118 would revise the Uniform Fiduciary Access to Digital Assets Act. This Bill gives direction on disclosure of digital assets and access to electronic communications and content of users. This Bill has been transmitted to the House in February 2017 and is moving through the process. Senate Bill 20 would eliminate the requirement of the Court Administrator to prepare an IT report to the Justice Interim Committee. This Bill has been passed in the Senate and transmitted to the House. House Bill 147 would require a search warrant for a government entity to access any personal electronic device. This Bill was transmitted to the Senate and a hearing is scheduled for March 4, 2017. House Bill 148 would revise electronic communications laws to require a search warrant for disclosure of electronic communications by a provider of an electronic communications service. This Bill was transmitted on February 6, 2017. House Bill 149 is an act prohibiting the use of a license plate reader with some exceptions. These exceptions are the Department of Transportation and Law Enforcement, after they meet certain criteria. This Bill was transmitted February 15, 2017 and a hearing in the Judiciary Committee is scheduled for March 10, 2017.

MT-ISAC Update

Joe Frohlich updated the council on the February MT-ISAC meeting. Dawn Pizzini from the State Continuity

and Emergency Management Office gave a presentation on the Living Disaster Recovery Planning System (LDRPS). The LDRPS system helps agencies in the state of Montana identify the processes that prioritize the recovery of essential services. The LDRPS system will be upgraded to Assurance CM (LDRPS 11) by June 30, 2017. Mr. Frohlich encouraged agencies to contact Ms. Pizzini at dpizzini@mt.gov to discover how this change will affect them. MT-ISAC voted on several action items for Data Loss Prevention (DLP) including the removal of ABA routing from the DLP template. MT-ISAC also voted to turn on sharing on OneDrive for Business. Any sensitive information shared outside of state government through OneDrive for Business will be blocked on one. SITSD is currently creating a document on how to properly use sharing on OneDrive for Business. The Department of Homeland Security (DHS) gave a presentation to the MT-ISAC on their security evaluations and free services related to Cyber Security Preparedness. DHS offers a Cyber Infrastructure Survey Tool which involves an on-site survey conducted by DHS. Mr. Frohlich encouraged all agencies to participate in this assessment which will take place in August, 2017. DHS also offers a Cyber Hygiene Evaluation which involves penetration testing outside of the state of Montana. These offerings can be scheduled by contacting Joe Frohlich at JFrohlich@mt.gov.

Enterprise Information Technology Financial Workgroup

No Update

Legacy Systems / End of Life Planning

Dan Forbes stated that the workgroup is meeting on a monthly basis. The focus is on legacy mainframe applications and Oracle forms reports applications. This workgroup has representation from several agencies.

eGov

No Update

IT Convergence

Matt Van Syckle gave a brief update on IT Convergence. DNRC VMs have been successfully moved. SITSD will continue to work with DNRC to ensure that this transition has occurred with minimal interruptions.

Discussion

Member Forum

Mr. Germaine encouraged members to contact Sky Foster at SkyFoster@mt.gov or Mr. Germaine at KGermaine@mt.gov with any topics they would like to discuss during this forum.

Mr. Baldwin stated that he would like to re-establish a Project Manager Organization (PMO). Mr. Baldwin will personally lead this forum. The PMO will be formatted similarly to the Enterprise IT Financial Workgroup and be attached to the ITMC as an official governance forum. Agencies with projects eligible for Legislative Finance Committee (LFC) reporting will participate in the PMO. Mr. Chelini commented that the previous Project Manager Advisory Group was useful and well attended. Mr. Chelini stated that a mechanism for sharing among state Project Managers would be helpful.

Joe Chapman commented his concern that Project Managers will be tasked with work for other agencies through participation in this PMO. Mr. Baldwin stated that the intent of this PMO is to bring all of the Project Management resources together to help all of the projects be successful. This will provide assistance to all Project Managers through a system of guidance and volunteerism.

Action Item: Mr. Baldwin will document the proposed parameters for the establishment of the PMO as an attachment to the ITMC and present this to the council in the April 5, 2017 ITMC meeting.

Public Comment

Ms. Schofield requested that members completed the IT Conference Survey. This feedback will facilitate the improvement of the 2017 IT Conference in the future. Please contact M. Schofield at jschofield@mt.gov with any questions.

Future Agenda Topics

None

Next Meeting

April 5, 2017

8:30 AM to 10:30 AM

DEQ, Room 111

Adjournment

The meeting adjourned at 10:00 AM.